

Dear Family Member/Visitor,

We understand you are concerned about keeping you and your family healthy and safe, given your loved one meets the testing criteria for COVID-19. Duke Health is providing the most appropriate level of care for our patients and visitors.

Per the Centers for Disease Control and Prevention (CDC) recommendations, we are taking the following steps to protect your loved one:

- We are moving the patient to a new room, which contains the right equipment and staff to provide the necessary care.
- All team members entering this room will be required to wear the appropriate specialized personal protective equipment (for example, masks, eye protection, gowns) to keep everyone safe.
- While we are awaiting test results, only authorized care team members will be allowed to enter the patient's room. We understand how important it is to communicate with the patient and receive updates about their care.
 - Please confirm your contact information. We will provide you with daily updates.
 - Use the number below to contact us with questions or concerns.
- All visitors exposed to the patient now being tested or confirmed to have COVID-19 must monitor themselves for signs of acute illness, including fever, cough, or difficulty breathing. If these occur, report them to your doctor.
- All visitors exposed to the patient now being tested or confirmed to have COVID-19 are not allowed to visit our hospital for 14 days following their last contact with the patient. We will make exceptions on a case-by-case basis for the following:
 - Parent(s) of a minor
 - Support for a mother in labor
 - Primary decision-maker conversations about care goals
 - End-of-life for a loved one

We realize this is a difficult situation for you and your loved ones. Our team is available to provide help and resources. Please let us know if you have any questions.

Thank you for your understanding. We want to ensure you that the safety of patients, visitors and team is our top priority.

Unit telephone number: _____

